

ADMINISTRATIVE - INTERNAL USE ONLY

FBIS-1449/85

26 JUN 1985

MEMORANDUM FOR: Deputy Director for Science and Technology

FROM: John D. Chandlee
Director, Foreign Broadcast Information ServiceSUBJECT: Recommendation for Quality Step Increase -
[redacted]

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1. I recommend that [redacted] be awarded a Quality Step Increase for sustained superior performance as Deputy Chief, FBIS Communications Center, since his assignment to that position in March 1981 and particularly since the inauguration of the MIDAS automation in April 1983. [redacted] has previously been awarded QSI's for sustained superior performance in 1971 and 1975.

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2. A strong performer in the FBIS Communications Center for many years, [redacted] responded in excellent fashion to the supervisory and managerial challenges of the deputy chief position. He maintained a cordial working relationship with his colleagues, some of whom also were in competition for the position, and won their respect as a strong, effective supervisor and dedicated team player. He quickly took charge of first-line supervision and day-to-day operations of the Center, freeing the Comcenter chief to concentrate his efforts on managing the vast communications network with FBIS bureaus abroad and to participate in planning for automated processing and dissemination of the FBIS Wire Service and Daily Report under the MIDAS system.

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3. In April 1983, on the very day FBIS communications, Wire Service and two Daily Report books were to be transferred to the MIDAS system, [redacted] was designated Comcenter acting chief when his supervisor was stricken with a sudden illness. For the next two months he led the Comcenter staff through a very difficult and frustrating period, working closely with the EDP Support Staff, issuing clear and concise guidance to his operators and ensuring compliance. His efforts clearly were a key factor in the successful transition to automated processing.

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4. Since the inception of MIDAS [redacted] has taken a leading role in adapting Comcenter operations and procedures to accommodate MIDAS requirements, ensuring that all operators fully understand and comply with these policies and that they are properly trained in all aspects of the operation. He has worked closely with FBIS field bureaus to ensure that their communications procedures

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conform to shifting MIDAS requirements. As part of an ongoing quality control program he instituted a system of daily feedback messages to the bureaus identifying messages that require Headquarters operator intervention, a step that has been enthusiastically received by the field.

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5. In addition to his role in the automation effort, [redacted] is constantly seeking ways to improve and upgrade Comcenter operations. Recent proposals which have been implemented with very beneficial effects include the formalization of procedures for handling the weekly Analysis Group "Trends" articles which are wirefiled to lateral consumers and field bureaus. The new procedures have streamlined the process and eliminated a great deal of confusion. [redacted] also was instrumental in upgrading the Comcenter Telex equipment, which resulted in more efficient handling of Telex messages.

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6. [redacted] strong and innovative performance as Communications Center Deputy Chief has considerably enhanced the sense of direction and the efficiency of the section. His efforts under MIDAS have been an essential part of the overall effort of the EDP Support Staff to maintain and improve this automated system. His performance merits recognition by the award of a Quality Step Increase.

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APPROVED:

Deputy Director for Science and Technology

Date

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DDS&T/FBIS [Redacted] (24 Jun 85)

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